

IN THE SPECIFICATION

Please replace the paragraph beginning at page 12, line 3 with the following amended paragraph:

The data acquisition component 305 and effector adjustment component 310 provide the respective interfaces for interacting with resources to obtain their RAMs, metric data, and adjust their effectors (e.g., settings of configuration parameters). These interactions are controlled by the model construction 315 component (based on its knowledge of the service level (SL) metrics 168 in the service level agreement and the service topology as specified in the configuration database 170) to construct various models. The change point detection component 320 determines if a previously constructed system model is still sufficiently accurate for management purposes. The service level metric estimation component 330 uses the system model to estimate values of service level metrics. The While not expressly shown, it is to be understood that a control automation component 335 uses may use the system model to compute new values of effectors to improve the operation of the enterprise system, as is known in the art.